



Revenue Collector, Senior

Job Code: 0223

Originated: 06/02

Salary Grade: 2144

FLSA: Non-Exempt

Revised: 08/06

EEO Code: 25

Supervisory: Lead

HR Ordinance Status: Classified

CLASS SUMMARY

Performs lead work providing technical assistance to Revenue Recovery staff and performs a variety of responsible collection work providing courteous customer assistance in receiving and accepting payments owed the City.

DISTINGUISHING CHARACTERISTICS

The Senior Revenue Collector is distinguished from the Revenue Collector by the former performing the more difficult collection tasks and providing lead assistance. This is not a supervisory job classification.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Provides lead assistance in training and directing the daily activities of Revenue Recovery staff.
- Identifies and assigns delinquent utility, sales tax and license fee accounts requiring individual collection effort to the Revenue Collectors. Maintains collection statistics for individual performance standards.
- Assists Revenue Recovery staff on difficult customer inquiries and collections.
- Reviews and evaluates collector activity and suggests alternative methods of collection. Compiles various monthly statistical reports.
- Assists on groups/committees for planning and implementation of changes to existing receivable systems and assists in design/testing of new systems.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Public contact skills.

General office procedures and basic bookkeeping.

EDP reporting systems.

Collection techniques and processes.

General accounting principles and practices.

Microsoft Windows Office products.

Ability to:

Provide effective assistance in difficult collection situations.

Negotiate payment arrangements; meet and deal effectively and tactfully with delinquent account holders.

Listen and communicate effectively both orally and in writing with a diverse group of people.

Make mathematical calculations and draw logical conclusions.

Provide thoughtful and thorough analysis.

Listen, communicate and work effectively with a diverse group of people.

Handle multiple projects simultaneously and use good judgment in prioritizing work assignments.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Establish and maintain effective working relationships with City staff, supervisors and the general public.

Education and Experience:

A high school diploma or GED equivalent and three years collection and public contact experience and one year experience in computerized record keeping systems.

Licensing and Other Requirements:

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general direction of the Revenue Recovery Manager in the Financial Services Department and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a normal City office environment.
- Lift and carry materials weighing up to 20 pounds.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

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This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.